



**City of Rochester, New York**  
Department of Environmental Services

2010-2011

# At Your Service

Environmental  
Services Guide

**Delivering  
Excellence  
in Service  
Everyday**



## Message from the Mayor

### Dear Resident:

Providing you with excellent service is our mission. A clean and healthy environment improves the safety

of our city and creates a good atmosphere for education and economic development. I am proud of our Environmental Services team. They work hard year-round to provide the best public works you'll find anywhere.

This issue of ***At Your Service... 2010-11 Environmental Services Guide*** is your handy source of information, guidelines and important dates that will help you make the most of city living. If you have a comment or a question, please call **311** or outside of the city, call **428-5990**.

Sincerely,

Robert J. Duffy, Mayor



**Open 24-Hours-A-Day!**

Outside the city,  
call 428-5990

**TTY 428-7600**

Spanish-speaking representatives available

**Bridge Maintenance**  
**Dead Animal Removal**  
**Graffiti Removal**  
**Leaf Collection**  
**Parking Meters**  
**Pothole Repair**  
**Refuse and Recycling Collection**  
**Snow and Ice Removal**  
**Street Construction**  
**Street Lighting**  
**Street and Sidewalk Repair**  
**Street Sweeping**  
**Tree Maintenance (City-owned)**  
**Vacant Lot Maintenance**  
**Water Emergencies**  
**Water Meter Reading**  
**Water Quality**  
**Water & Refuse Billing**



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## Refuse Service

### Customer Service at its finest!

We're proud to provide you with the best service possible. These helpful guidelines will allow you to keep our neighborhoods safe and clean.

### Curbside Service

You are entitled to curbside pick-up of your household refuse and recyclables. Place your refuse and recycling bins between the sidewalk and curb in front of your residence no earlier than the evening before and no later than 6:30 a.m. on your collection day.

### Your Rolling Refuse Cart

The rolling refuse cart makes it easy to bring your throw-away items to the curb. If your cart is full, you may use plastic bags or other containers. The weight limit for the carts is 200 lbs. and bags and other containers must not exceed 30 lbs.

Remove your refuse & recycling containers from the curb within 24-hours after your collection day and store your cart in the side or backyard of your premises. Recycle bins may be kept indoors.

### Bulk Refuse

Have large items? We'll take them. Bulk refuse items are picked up on your regular refuse collection day. Remove doors from refrigerators and other

appliances. Loose wood, trees, brush and hedges must be tied in bundles that are no larger than four feet long and 18 inches in diameter.

The bundles must weigh no more than 60 lbs.

Do not obstruct sidewalks or streets with refuse or scattered debris.

### Illegal Dumping

Illegal dumping is a serious offense that is harmful to our community. Refuse placed in front of a residence must be generated by that residence. It is illegal to place refuse on public property or in a right-of-way.

Do not place household trash in a public litter receptacle. If you see illegal dumping taking place, please report it. Get a license plate number and a description of the vehicle and operator and then call **311**. You could receive a \$100 reward, upon conviction and redress.

### Know Your Collection Day

The City will collect your refuse and recycling on the same day each week. If you do not know what your collection day is, please call **311**.

**More questions  
on refuse? Call 311**  
Outside the city, call 428-5990.



## Recycling

Everyone should be recycling but not nearly enough do it. Recycling is the law in Monroe County. Recyclables are collected once a week on your designated refuse pickup day.

### It's Easy

Remember, if it tears, it's recyclable! You can also recycle your drink cartons, juice boxes, cans, #1 and #2 imprinted plastics, glass bottles and jars. Simply rinse out your recyclable containers (you don't need to remove labels) and place them on top of the paper in your recycle bin. Bring plastic shopping bags back to the grocery store rather than placing them in your recycle bins.

### Make it a Habit

The rewards of recycling are great: you preserve the environment and reduce demand on our natural resources.

Make it a habit to separate your recyclables from the trash. Organizing your recycle box can help the City's collection run smoother and faster.



## Holiday Collection Schedule

On these scheduled holidays, refuse and recycling collection will be delayed one day for the remainder of the week, i.e. Monday routes will be picked up on Tuesday, etc.

There will be **no refuse or recycling collection** on the following holidays:

**November 25, 2010**  
**Thanksgiving Day**

**January 17, 2011**  
**Martin Luther King Jr. Day**

**May 30, 2011**  
**Memorial Day**

**July 4, 2011**  
**Independence Day**

**September 5, 2011**  
**Labor Day**

**November 24, 2011**  
**Thanksgiving Day**





## Household Hazardous Waste Guidelines

City residents may bring household hazardous waste to the Monroe County Household Hazardous Waste facility, at 444 East Henrietta Road. An appointment is required and can be made by calling **753-7600 / Option #3**. The following is a list of typical items.

### ACCEPTABLE

- **Automotive Fluids** (antifreeze, brake, power steering & transmission fluids)
- **Cooking Oil/Cooking Grease**
- **Driveway Sealer**
- **Flammable Products** (gasoline, kerosene, thinners, strippers, solvents, glues, etc.)
- **Household Cleaners** (soaps, waxes, drain cleaners, etc.)
- **Oil-Based & Latex Paints** (for 1/3 gallon or less, remove lid, add kitty litter, let dry and dispose in the regular trash)
- **Mercury** (thermometers, thermostats and fluorescent tubes)
- **Pesticides & Fertilizers**
- **Pool & Photo Chemicals**
- **Propane Tanks**  
(1-20 pound tank only)

- **Rechargeable (Ni-Cad) & Button Batteries**
- **Syringes/Sharps** (safely packaged)
- **Wood Stain & Preservatives**

Limit: 30 gallons of liquid and 75 pounds of solid household waste per appointment.

### NOT ACCEPTABLE

- **55 gallon drums**
- **Asbestos** (see yellow pages under "Asbestos Abatement")
- **Cans with Dried Paint** (remove lid and place in trash)
- **Empty Containers**  
(place in trash or recycle)
- **Every Day Alkaline Batteries**  
(place in trash)
- **Glazing/Spackle & Joint Compounds**  
(place in trash)
- **Products Intended for Industrial Use**
- **Smoke Detectors** (trash or contact manufacturer)
- **Used Motor Oil & Lead Acid Batteries**  
(contact service station or retailer)

**Call 911 for:**  
**Explosives/Ammunition/Flares/  
Black & Smokeless Powder/  
Shock-Sensitive Materials**



## Winter Tips

- To accommodate street snow plowing, strictly observe parking regulations, especially alternate parking.
- It is against the law to shovel or plow snow from private property onto sidewalks, roadways or fire hydrants.
- Keeping your sidewalk clear and safe in the winter is the property owner and/or the ground floor tenant's responsibility. The city provides supplemental sidewalk plowing only when snowfall exceeds three (3) inches.



- When snow is accumulated, place your rolling refuse and recycling containers at the edge of the driveway, or in a shoveled path. **DO NOT** place them on top of snow banks or in the



street or on the sidewalk, where they may hamper vehicular or pedestrian traffic and snow removal activities.

- During severe weather, listen to local radio and television stations for updates on important snow plowing and parking instructions.

Call **311** and speak to a service representative for the start and anticipated completion times of roadway and sidewalk plowing runs as well as parking restrictions, areas to avoid, refuse collection status and other helpful snow-related information.

**Questions about  
winter services?  
Call 311**

Outside the city, call 428-5990.



## Rochester's Clean Sweep... Showing Pride in our City

Clean and attractive neighborhoods are vital to the health of our city. Rochester's Clean Sweep brings people together to clean up our streets and build civic pride.

During Clean Sweep, city crews sweep streets, remove graffiti, clean city properties, alleys and underpasses

and repair potholes and unsafe sidewalks.

They trim trees, plant flowers and spruce up city parks, playgrounds and recreation centers.

### You can help too!

Everyone is welcome to join Clean Sweep. Join the thousands of others who have taken part either individually, as a family, with co-workers or with block, neighborhood or school groups.

Rochester's Clean Sweep takes place in the spring. To volunteer, sign up online at [www.cityofrochester.gov/cleansweep](http://www.cityofrochester.gov/cleansweep), call 311 or outside of the city, call 428-5990.

**Mark your calendars now for Spring Clean Sweep 2011:** April 30, May 7, 14, and 21

### Keep It Clean!

All of the great things that come from Clean Sweep will be undone if we don't stop littering.

Litter invites crime and blight and lowers our property values. When litter is ignored and tolerated, it becomes accepted behavior.

Let's be a litter free community by leading by example and teaching our youth about the very harmful effects of littering.





## Important DES Dates

Please use your tear-off service calendar and map for easy reference to important dates to remember.

### Fall Leaf Collection November 1–26, 2010

Please refer to the map in this guide for the loose leaf collection dates for your area. **Collected leaves are composted, screened and made available, along with stone and wood chips through the City's free Give-Back Program. The site, located at Ferrano and Colfax Streets is open from 8 am to 7 pm daily.**



## Leaf Collection Guidelines

Rake loose leaves into a pile between the sidewalk and the curb before the Monday of your scheduled

pick-up week. **DO NOT** rake leaves into the street.

Leaves may also be bagged and placed at the curb on your regular refuse collection day. Loose leaves may also be dropped off at Ferrano and Colfax Streets.



### Street Sweeping May 2–September 30, 2011

Major arterial streets are swept twice a week, and residential streets are swept **once monthly**. Sweeping of city streets may start in early spring and continue through October, weather permitting.

### Chip Sealing June 13–August 31, 2011

Chip sealing involves the spray application of asphalt, followed by a rolled layer of chipped stone. Chip sealing treatments are performed on an established maintenance cycle.

### Spring Clean Sweep 2011 April 30, May 7, 14, & 21



# 2010 Fall Leaf Pick Up Schedule

This schedule is dependent on the weather and may change if above-normal rain or snow occurs. Check the web for daily updates at [www.cityofrochester.gov/leaves](http://www.cityofrochester.gov/leaves)

**Week #3**  
Leaves will be picked up  
Nov. 15-19

**Week #2**  
Leaves will be picked up  
Nov. 8-12

**Loose Leaf Drop Off Site**  
Ferrano & Colfax Streets

**Week #1**  
Leaves will be picked up  
Nov. 1-5

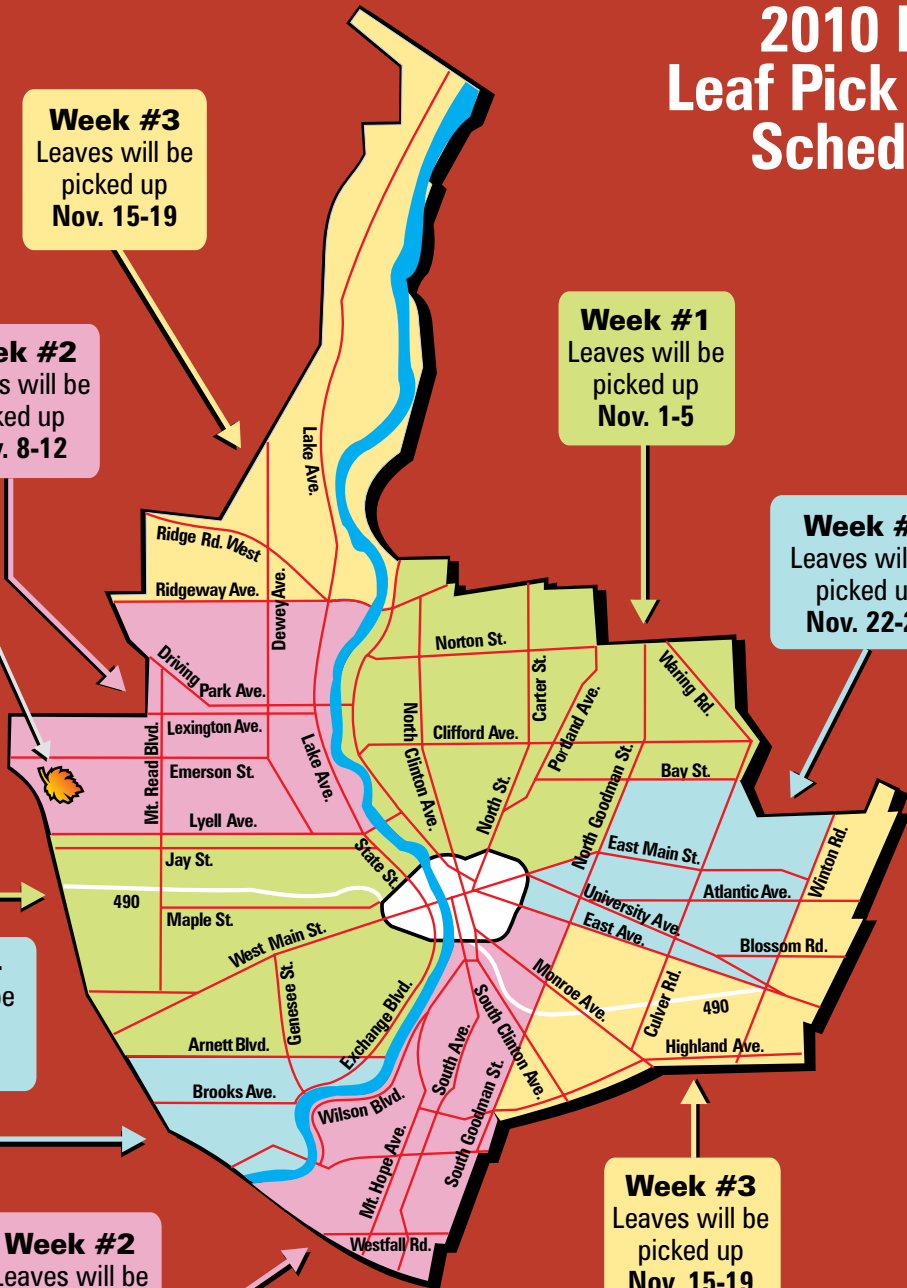
**Week #1**  
Leaves will be picked up  
Nov. 1-5

**Week #4**  
Leaves will be picked up  
Nov. 22-26

**Week #4**  
Leaves will be picked up  
Nov. 22-26

**Week #2**  
Leaves will be picked up  
Nov. 8-12

**Week #3**  
Leaves will be picked up  
Nov. 15-19



Robert J. Duffy, Mayor  
City of Rochester, NY

Tear along perforated line





# CITY OF ROCHESTER 2011 Service Calendar

## JANUARY

S	M	T	W	R	F	S
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30	31					

## FEBRUARY

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## MARCH

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## APRIL

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## MAY

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## JUNE

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## JULY

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31						

## AUGUST

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28	29	30	31			

## SEPTEMBER

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## OCTOBER

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23	24	25	26	27	28	29
30	31					

## NOVEMBER

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## DECEMBER

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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31





## **City of Rochester**

Robert J. Duffy, Mayor  
City Hall, Room 308A  
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Rochester, NY 14614-1284

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***“Providing you excellent service  
is our mission.”***

***—Mayor Robert J. Duffy***